



Roger Weaver
Director

Mission Statement
Fleet Management provides vehicles, equipment, and services to the officials and employees of the County so that they may provide services that promote the health, safety, well being, and quality of life of County residents.



GOALS

MAINTAIN HIGH LEVELS OF CUSTOMER SERVICE AND USER SATISFACTION

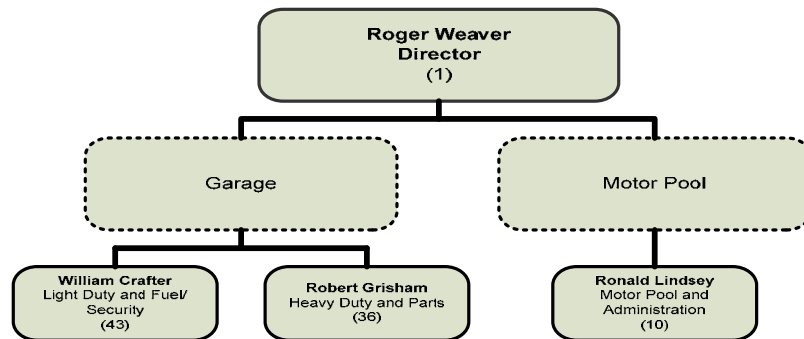
DECREASE VEHICLE DOWNTIME FOR PREVENTATIVE MAINTENANCE AND ROUTINE REPAIRS

SUPPORT GREEN COUNTY INITIATIVE BY REDUCING OVERALL MOTOR POOL VEHICLE EMISSIONS



FLEET MANAGEMENT

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

Fleet Management provides services for the majority of county vehicles and equipment. Services include the acquisition, maintenance, repair, modification, and disposal of vehicles and other related equipment. The San Bernardino County Fire, Sheriff, and Special Districts Departments are authorized to operate their respective fleets independent of Fleet Management.

Fleet Management operates a main garage in San Bernardino — including a light duty (cars and pickup trucks) shop, heavy duty (large trucks and other equipment) shop, welding/metal fabrication shop, emergency vehicle make-ready shop, generator services shop, parts room and a fueling station. The department also operates five smaller “service centers” in outlying locations (Barstow, Hesperia, Needles, Rancho Cucamonga and 29 Palms), and 21 strategically located fueling sites.

Additionally, the department operates a motor pool, which has ownership and/or maintenance responsibility for approximately 1,700 automobiles, vans, pick-up trucks, and various specialty vehicles assigned to county departments. The Motor Pool coordinates the collection and distribution of replacement, fuel, maintenance, repair, and other operational costs of fleet vehicles.

2009-10 SUMMARY OF BUDGET UNITS

	Operating Exp	Revenue	Revenue Over/ (Under) Exp	Staffing
Garage	12,408,040	12,355,000	(53,040)	86
Motor Pool	13,576,700	14,479,000	902,300	4
Total - All Funds	25,984,740	26,834,000	849,260	90

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: MAINTAIN HIGH LEVELS OF CUSTOMER SERVICE AND USER SATISFACTION.

Objective A: Research lower than expected levels of customer satisfaction at Fleet Management's fuel islands.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
1A. Percentage of respondents satisfied with Fleet Management services.	98%	98%	95%	95%	95%

Status

To maintain high levels of customer service, the department will continue to monitor customer satisfaction and make changes as needed. Customer surveys are placed in vehicles or handed out upon completion of any service to measure customer satisfaction. Maintaining high levels of customer service will help to maximize the department's customer base, which will result in lower unit costs to all Fleet Management customers.

Fleet Management's fuel islands have long been an area of low customer satisfaction. The department's objective is to look for areas of improvement to positively impact this result. The department will study staffing, equipment, and procedures as part of the evaluation. In addition, staff will interview fuel island customers for input as to how to make the fuel islands more customer friendly.

GOAL 2: DECREASE VEHICLE DOWNTIME FOR PREVENTATIVE MAINTENANCE AND ROUTINE REPAIRS.

Objective A: Reduce the time to maintain vehicles.

Objective B: Reduce the time to repair vehicles.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
2A. Percentage of programmed maintenance (PM) services completed the same day the vehicle is delivered to Fleet Management.	78%	75%	76%	72%	76%
2B. Percentage of repairs completed within two days of vehicle delivery to Fleet Management.	85%	83%	85%	83%	85%

Status

The department measures maintenance turnaround times by noting the start and completion times on each PM and repair work order. Vehicle availability is critical to all county departments in order for them to deliver services to their clients. Therefore, it is important that Fleet Management complete all vehicle maintenance and repairs as quickly as possible without sacrificing quality. Additionally, timely vehicle maintenance/repair turnaround should improve overall customer satisfaction.

The lower than target estimate for 2009-10 is due to a work order methodology correction in the shops. The technicians were not changing the work order status as jobs were completed, therefore cycle time was overstated. This has been corrected and the department is confident the 2010-11 performance target will be achieved.

2008-09 ACCOMPLISHMENTS

- ❖ Identification of county vehicles with new logos
- ❖ Installation of over 1,300 global positioning systems (GPS) in light duty vehicles
- ❖ Purchased three "Smart Cars" to evaluate cost effectiveness, safety, efficiency, and improved emissions
- ❖ Received ASE Blue Seal certification for automotive excellence (75% of technicians are ASE certified)



Heavy Duty Shop



Fuel Island



Motor Pool



Auto Shop



Parts Shop

Keeping a full complement of Department of Transportation (DOT) trained technicians with Commercial Driver Licenses (which requires mandatory drug and alcohol testing) helps to ensure a properly maintained fleet. The department continues to work with Human Resources to address recruitment and retention issues affecting various technician classifications. The intent of these efforts is to ensure fully trained technicians are available to maintain and repair fleet vehicles. Quick turnaround times for vehicle maintenance and repair at the light-duty shops will also help Fleet Management to improve overall customer satisfaction.

GOAL 3: SUSTAIN GREEN COUNTY INITIATIVE BY REDUCING OVERALL MOTOR POOL VEHICLE EMISSIONS.

Objective A: Purchase the lowest emission vehicles available that meet the county's operational requirements.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
3A. Percentage of Motor Pool vehicles classified as ultra low emission vehicles (ULEV) or better.	52%	75%	75%	80%	90%

Status

An element of the county's mission is to improve the quality of life for its residents. Helping to improve air quality by reducing vehicle emissions is an element to assist in this effort. The South Coast Air Quality Management District (SCAQMD) Rule 1191 mandated that beginning July 2001, all public fleets with more than 15 vehicles must purchase low emission vehicles (LEV) or better. During its regular purchasing cycle, Fleet Management will continue replacing the existing fleet with ultra low emission vehicles (ULEV), including hybrid vehicles. It is estimated that the entire fleet will consist of only ULEV's by 2012-13.

2010-11 REQUESTS FOR GENERAL FUND FINANCING

The department is not requesting any additional general fund financing for 2010-11.

2010-11 PROPOSED FEE/RATE ADJUSTMENTS

The department does not have any fees in the county fee ordinance, however, the department does charge service rates. The department will conduct a rate study and make recommendations to adjust service rates to ensure full cost recovery.

If there are questions about this business plan, please contact Roger Weaver, Director, at (909) 387-7870.



